



Employment Vacancy Announcement

No	15 -18
Position	Information Resource Management Assistant
Opening date	November 6, 2015
Closing date	November 20, 2015
Working Hours	Full time – 40 hours/week, Monday to Friday
Salary	Full time: Ordinarily Resident (OR): LE-07 FJ\$29,235.00 (Starting salary) Not-Ordinarily Resident (NOR): FP-7* US\$40,665.00 (Starting salary) *Final grade/step for NORs will be determined by Washington.

The U.S. Mission in Suva is seeking eligible and qualified applicants for the position of Information Resource Management Assistant.

BASIC FUNCTION OF THE POSITION

Incumbent will be the principle liaison with Consular Affairs regarding their programs, equipment and software. Incumbent will also serve as post's telephone technician with primary responsibility for resolving technical issues and for interacting with the local Telecom Company when required.

MAJOR DUTIES AND RESPONSIBILITIES

SPECIFIC CONSULAR AFFAIRS SUPPORT:

Act as the principle point of contact for all Consular Affairs applications and technical issues. Liaise and coordinate, when necessary, with Orkand contract staff in the U.S. Provide support for the entire range of CA programs that include American Citizen Services, NIV Programs, Cashing, IV, DV, TCM/Parser and Oracle Server. Administer backups, address patch issues and implement upgrades when required.

LOCAL AREA MANAGEMENT SUPPORT:

Perform routine daily duties associated with running a Local Area Network (LAN). Oversee the operational aspects of Local Area Network including Servers and Client Workstations, prepare tape backups, review events logs and assist in the movement of data to/from the network. As the Department's networks are constantly evolving, duties require a continuously maintain knowledge of current Computer Industry Standards for Server, Database, and Client Operating Systems, as well as disaster recovery procedures. As necessary, assist with content development for post's SharePoint applications. Coordinate with the GSO clerk in confirmation of received computer equipment to verify inventory and accuracy of Receiving Reports. Set up, upgrade and maintain both server and client systems. Supply and issue computer disposable items. Perform day to day customer support in relation to all the above.

TELEPHONE SYSTEMS SUPPORT:

Act as the primary technical resource in the administration of Nortel Business Manager software for the Meridian Telephone System. Print reports using Call Bill software and program extensions, trunks and ancillary equipment using the Nortel computer interface. Troubleshoot lines and extensions and coordinate with the local PTT for support. Arrange for new installations and act as an escort when necessary, for technical staff. Plan, organize and optimize cable routings and install wiring for instruments and equipment as needed.

STANDARD APPLICATIONS SUPPORT:

Support users, troubleshoot, configure, install and administer Commercial Off the Shelf (COTS) applications and Department of State developed and supported software packages.

HARDWARE SUPPORT:

Assist the Systems Manager to ensure that all defective hardware is properly reported to our local servicing computer repair facilities and the repairs are satisfactory before initiating payment. Perform proper diagnosis and undertake minor repairs in house as required for workstations, printers and peripherals. Act as the principle interlocutor in the return and exchange process for CA system components

CUSTOMER SUPPORT & TRAINING:

Assist the Systems Manager in obtaining training for staff and monitor training programs being used for accuracy and applicability to the current situation. Over the phone descriptive desktop support and onsite troubleshooting to clients as and when needed. Working with the CA office, advise clients as to needed upgrades, patches and training needs for new programs.

Webmaster: As backup, incumbent is to manage post Intranet Website and is responsible for update, adding new links and design creative pages using Dreamweaver, Flash, and other available resources. Ensure that website is up-to-date.

QUALIFICATIONS REQUIRED

Applicants must address each required qualification listed below with specific and comprehensive information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

1. Education: Completion of Secondary Education (Form 7). Tertiary level with at least Advance Diploma in Systems & Networking is required. Professional certification (e.g. Microsoft or Cisco) would be an advantage.
2. Experience: Should have three years computer and computer systems related experience and one year of telephone/telecom experience.
3. Language Proficiency: Level 4 fluency (written and spoken) is required.
4. Skills and Abilities: Must be versed in systems maintenance and trouble-shooting techniques. Should have a good working knowledge of telephone systems and telecommunications theory
5. Job Knowledge: Incumbent should understand his/her position within the embassy and the requirements associated with maintaining a diverse array of computer and telephone equipment.

FOR FURTHER INFORMATION: The complete position description listing all of the duties and responsibilities may be obtained on our website at <http://suva.usembassy.gov> and/ or by contacting the Human Resources Office (POC: Leilani Oakley on 331-4466 ext.8162)

SELECTION PROCESS: When qualified, applicants who are U.S. Citizen Eligible Family Members (USEFMs) and/or preference-eligible U.S. Veterans are given a preference in hiring. Therefore, it is essential that these applicants make themselves known as having a hiring preference and specifically address the required qualifications above in their application.

HIRING PREFERENCE ORDER:

- (1) USEFM who is ALSO a preference-eligible U.S. Veteran
- (2) USEFM OR a preference-eligible U.S. Veteran
- (3) FS on LWOP

ADDITIONAL SELECTION CRITERIA:

1. Management may consider the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.
2. Current OR employees serving a probationary period are not eligible to apply. Current OR employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.
3. Current NOR employees hired on a Family Member Appointment (FMA) or a Personal Service Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.
4. The candidate must be able to obtain and hold a security clearance certificate.

HOW TO APPLY:

Applicants must submit the following documents to be considered:

1. Universal Application for Employment (UAE) (Form DS-174), which is available on our website or by contacting Human Resources. (See “For Further Information” above); and
2. Any additional documentation that supports or addresses the requirements listed above (e.g. CV, transcripts, degrees, work references etc.)

IMPORTANT: Applicants claiming a U.S. Veteran’s preference must submit written documentation confirming eligibility (e.g., Member Copy 4 of Form DD-214, Letter from the Veteran’s Administration, or certification documenting eligibility under the VOW Act with an expected discharge no later than 120 days after the certification is submitted) by the closing date of the vacancy announcement. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veteran’s preference will not be considered in the application process. Specific criteria for receiving a U.S. Veteran’s preference may be found in HR/OE’s Family Member Employment Policy (FMEP).

WHERE TO APPLY:

Human Resources Office: Leilani Oakley
Mailing Address: P O Box 218, Suva
E-mail Address: hrosuva@state.gov

EQUAL EMPLOYMENT OPPORTUNITY: The U.S. Mission provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs. The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Appendix A - DEFINITIONS

Eligible Family Member (EFM): An EFM for employment purposes is defined an individual who meets all of the following criteria:

- U.S. Citizen or not a U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610); **or**
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term “child” shall include, in addition to natural offspring, stepchild, adopted child, and a child under legal guardianship of employee, spouse, or same-sex domestic partner when such child is expected to be under legal guardianship until 21 years of age and when dependent upon and normally residing with the guardian; **or**
- Parent (including stepparents and legally adoptive parents) of employee, spouse, or same-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; **or**
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or same-sex domestic partner when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Is under chief of mission authority.

U.S. Citizen Eligible Family Member (USEFM): A USEFM is an individual who meets all of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee’s post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under chief of mission authority; **or**
- resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2; **or**
- Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Appointment Eligible Family Member (AEFM): An AEFM is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**

- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan (AIT); **and**
- Is under chief of mission authority; **and**
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Does NOT currently receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

Member of Household (MOH): A MOH is an individual who meets all of the following criteria.

- A MOH is someone who accompanies or joins a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and
- A MOH must be officially declared to the COM by the sponsoring employee as part of his/her household; and
- A MOH is under COM authority;
- A MOH may include a parent, unmarried partner, other relative or adult child;
- A MOH may or may not be a U.S. Citizen;
- A MOH is **not** an EFM;
- A MOH is **not** listed on the travel orders or approved Form F-126 of a sponsoring employee.

Not Ordinarily Resident (NOR) – An individual who meets the following criteria:

- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; or
- Has diplomatic privileges and immunities; and
- Is eligible for compensation under the FS or GS salary schedule; and
- Has a U.S. Social Security Number (SSN); and
- Is not a citizen of the host country; and
- Does not ordinarily reside in the host country; and
- Is not subject to host country employment and tax laws.

Ordinarily Resident (OR) – An individual who meets the following criteria:

- A citizen of the host country; or
- A non-citizen of the host country (including a U.S. citizen or a third-country national) who is locally resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and/or residency permit; and/or
- Is subject to host country employment and tax laws.